

For Community Living Advisory Group

July 22, 2013

CONSUMER DIRECTION SUBCOMMITTEE WORK PLAN HIGHLIGHTS:

Mission: To increase consumers' control over individual services and life circumstances.

Vision: The Consumer Direction Subcommittee will promote culture change toward person-centered systems wherein consumer voices are heard in planning and implementation, making recommendations for pragmatic and user-friendly approaches that are more accessible, maximize choices, and can be customized according to consumer wants and needs.

Values

1. Solicit, value, and utilize the perspective and opinion of persons receiving long term services and supports in any change or development of long term services and supports.
2. Enhance and promote availability and spectrum of consumer directed, service delivery options.
3. Ensure all programs are built and modified considering the effects on the end user first.
4. Utilize the principles of self-determination to guide and inform decision-making.

5. Encourage individuals receiving services to have a direct and ongoing role in influencing the design and modification of long-term services and supports.
6. Communicate all services and support decisions in a transparent manner.

The Goal is to move the Consumer Directed work plan elements into alternate subcommittees to assure the understanding, agreement to and implementation of full consumer directed services and supports in all LTSS.

The Consumer Directed Subcommittee of the LTCAC recommends the development and implementation of a spectrum of consumer choice across all Long Term Services and Supports. Coloradans receiving long term care services and the Colorado long term care service system must understand that choice is guaranteed. Programs must be designed to include the full spectrum of choice and allow and support an individual to select any combination of service delivery models for all of his or her services.

To achieve this outcome, it is necessary for all long-term care services to embrace and implement the concepts of Self-Determination, Person-Centered Planning (PCP), and Consumer Direction. While closely aligned, these three definitions are not equal to one

Consumer Direction Subcommittee Definitions Concerning Long Term Care in Colorado

The Consumer Directed Subcommittee of the LTCAC recommends the development and implementation of a spectrum of consumer choice across all LTSS. Colorado citizens using long term care services and the Colorado long term care service system must understand that choice is guaranteed. To achieve this outcome, it is necessary for all long-term care services to embrace and implement the concepts of Self-Determination, Person-Centered Planning (PCP), and Consumer Direction. While closely aligned, these three definitions are not equal to one another. These definitions were developed from nationally recognized sources and have been modified to better meet the needs of end users in the Guiding Definitions.

Therefore, we recommend the adoption and implementation of the following values and guiding principles:

“Values and principles of Self-Determination include:

- The FREEDOM to decide how one wants to live his or her life
- The AUTHORITY over a targeted amount of dollars
- The SUPPORTS to organize resources in ways that are life enhancing and meaningful to the individual
- The RESPONSIBILITY for the wise use of public dollars
- RECOGNITION of the contribution individuals across Disability and aging can make to their communities and
- CONFIRMATION of the important roles that individuals must play in the newly designed system” (Nerney 2007).

Person-Centered Planning (PCP) should be at the core of all long-term care services in Colorado. It must be implemented in all models of service from full agency support to a full consumer direction service delivery model. Person-Centered Planning does not equal Consumer Direction of services. The purpose of Person-Centered Planning is learning through shared action. People who engage in Person-Centered Planning may produce documentation of their meetings, proposals, contract specifications, or budgets. These are only footprints: the path is made by people walking together. It refers to a planning process implemented system wide, regardless of the consumer's choice of service delivery. Person-Centered Planning processes should utilize the values of Self-Determination. We recommend the adoption of the following definitions for Person-Centered Planning: "Person-Centered Planning (PCP) is a philosophy, individually-focused approach, and interactive process used to develop individual service plans that are directed by the individual or his/her representative and identifies the individual's preferences, strengths, capacities, needs and desired outcomes or goals" (Cotton & Fox, 2011; O'Brien & O'Brien 2002).

"Person-Centered planning tools facilitate a proactive process to ensure effective coordination of actions, management of supports and evaluation of progress as individuals, families and professionals take risks and create novel support designs" (Flanagan 2012).

The key to both Self-Determination and Consumer Direction is an authentic Person-Centered Planning process that expands the concept of authority to those things beyond the scope of publicly funded services and supports

and optimizes the power of community as the foundation for a meaningful life whereby all people give and receive in equal measure.

Consumer Direction In many circumstances the terms Self-Determination and Consumer Direction are used interchangeably. It is an individual's choice to decide on a service delivery model that best meets his or her own needs. All the values of Self-Determination are incorporated in Consumer Direction models of service delivery. However, the definition of authority in the Self-Determination definition does not fully embrace the control and management of all aspects of service delivery as defined in Consumer Direction of services. Consumer Direction refers to all people receiving Long Term Care Service and Supports across the spectrum. We recommend the wide-spread adoption and utilization of the following definition for Consumer Direction: "CONSUMER DIRECTION OF SERVICES is applicable across the spectrum of disability and emphasizes the ability of people with disabilities to assess their own needs and make choices about what services would best meet those needs. It makes a statement that consumers can and should have options:

- to choose the personnel or provider entities that deliver their services,
- manage the how, when, and where of delivery of services, and
- monitor the quality of services.

Choice is guaranteed including the choice not to direct and to direct to the extent desired. Program designs should permit individuals to elect the traditional service model if self-direction does not work for them or to direct some of their services but receive others from agency providers. At maximum participation in Consumer Direction, the participant

independently or in conjunction with an authorized representative or their legal guardian, if applicable, will manage and control all aspects of their service delivery including budgeting within their annual allocation” (National Council on Disability 2004).

References

Cotton & Fox, 2011; O'Brien & O'Brien 2002

Flanagan, Susan A. “Integrating Person-Centered Planning into Long-Term Support Services.” Presented at the MFP Directors’ Meeting, 2012.

Nerney, Tom. 2007. “The Meaning of Self-Determined Lives in Publicly Funded Systems of Long Term Care,” The Center for Self-Determination. The National Council on Disability, “Consumer Directed Care: How Well Does it Work,” 2004.

<http://www.ncd.gov/publications/2004/Oct262004#definitions>